

Appendix F:
TRS Information in Telephone Directories

Directories

AT&T

How to Reach Us

Op

For Your Home

To Establish, Move or Change your home telephone service 1-800-288-2020

For questions about your bill 1-800-288-2020

For payment arrangements or amount due for your home telephone bill 1-800-288-2020

Home Service Repairs— Visit us on the web at <http://www.att.com/repair> or call us (answered 24 hours) at: 1-800-246-8464

AT&T ConnectTech® Technology Service for You and Your Home Call 1-866-441-8466 Or visit us on the web at att.com/connecttech

For Your Business

Your business telephone service or your home-based business 1-800-499-7928

Your PBX & Key Equipment 1-800-231-1997

For payment arrangements 1-800-924-1743

Data Services - WATS—Special Circuit Repairs - Answered 24 hrs 1-800-870-8390

Business Service Repairs 1-800-288-8313

For questions about your business bills 1-800-559-7928

For High Speed Internet

Home - Order/Change 1-800-288-2020 Repair/Service Support 1-877-722-3755 Or visit us on the web at helpme.att.net

Business - Order/Change 1-800-499-7928 Repair/Service Support 1-877-722-3755 Or visit us on the web at helpme.att.net

Digging or Drilling (24 hours)

Before you dig or drill on your property, call Oklahoma One Call to avoid damaging phone and other underground lines. Please give us 48 hours notice—Call toll free by dialing 8-1-1 or 1-800-522-6543 or visit us at: www.CallOkie.com. For after-hours emergencies only, call our AT&T Repair Service Center.

EasyOptions® Services

Instructions from AT&T

(Call Waiting, Call Forwarding, etc.) Visit us on the web at www.att.com to order custom calling features for your home and find out about our products, or call us at 1-800-288-2020 and ask for Calling Features, then follow the prompts.

(Instrucciones son disponibles en Español). Visítenos en la web en <http://espanol.att.com>

AT&T Directory Assistance

For local numbers 411 or Dial 1-411 For long-distance numbers 411 or Dial 1-411 For Area Codes 411 or Dial 1-411

AT&T Directories

For additional copies of your local AT&T directory, call 1-800-792-2665

To request the delivery of fewer or no directories, call 1-866-329-7118 or visit att.com/mydirectories

AT&T directories for other areas may be ordered for an additional charge.

TTY Service Center

For hearing-impaired or speech-impaired customers. For all matters, including repair relating to your phone service (TDD/TTY number) 1-888-678-6768

TTY phone numbers work only when calling from a Telecommunications Device for the Deaf (TDD). If a TDD/TTY is not available, please ask a hearing person to call 1-800-288-2020 for matters involving your service or bill and 1-800-246-8464 for repairs to your line.

Relay Oklahoma TDD/TTY Relay Service

For communication between TDD/TTY users and hearing persons. Answered 24 hours Telecommunication Relay Services Dial 711

If you have a TDD/TTY and need to talk to someone who does not have one, or if you do not have a TDD/TTY and need to talk to someone who does, please call these numbers for assistance in relaying a message: TDD/TTY 711 or 1-800-722-0353 Voice 711 or 1-800-522-8506

Customer Service Center (Voice and TDD/TTY) 711 or 1-800-676-3777

When using Relay Oklahoma from a pay phone, local calls will be free of charge. Calling cards may be used for toll and long-distance calls and the call will cost no more than if you used coins. Collect calls may be placed by providing the Communications Assistant your name and the area code and telephone number that you wish to call.

Internet Address

Visit AT&T on the Internet: www.att.com

Dial "0" to place a

Our:

Collect, Person-to-Person If the person you are calling is not at home, you may call Collect Person, you will not be charged extension you want is not

Third-Number Billing

A call you place while in office, but is still billed any other phone number agrees to pay for the call the third-number charge

Verify Busy and Inter

When you get a busy signal Operator verify correct charged for the service is detected. At your request the speaking customer terminate their call. This applies whether or not terminated.

Local Directory Assist

When you dial 411 or you will not be charged Directory Assistance local Directory Assistance to AT&T Oklahoma to during the same month

*When you need an O from your AT&T Service because of a physical distance center can be

01

1-888-29-GUIDE

The fastest and easiest way to get information about your telephone service.

To give you better service and keep you well informed, AT&T Oklahoma has created the 1-888-29-GUIDE (1-888-294-8433), an automated system of immediate responses.

1-888-29-GUIDE informs you about the products and services that AT&T Oklahoma offers and also answers the most frequently asked questions about your telephone service.

1-888-29-GUIDE is free! It is a computerized voice system which you can call as many times as you need; any time of the day, any day of the year.

Discover everything and savings. Bro

AT&T is not just phones, and serv

Billing made

Log into your AT

- combine all your wireless plan
- access, view,
- set up paperk

Chickasaw Telephone

HEARING & SPEECH IMPAIRED

Welcome to Relay Oklahoma For the Hearing & Speech Impaired

If you live or work in Oklahoma, you can take advantage of the state's new relay communications service, offered by Sprint. Known as Relay Oklahoma, the service will be provided 24 hours every day, with no restrictions on the length or number of calls placed.

To access Relay Oklahoma, callers can dial either toll-free number:
(The center can be reached from anywhere in the state using either number.)
1 800 722 0353 (TTY/Voice) 1 800 522 8506 (TTY/Voice) or dial 711

WHAT YOU NEED TO KNOW...

• RELAY OKLAHOMA IS STRICTLY CONFIDENTIAL

All calls will be kept private, and no records or conversations will be maintained. Relay customers agents will not share information regarding the contents of any relay call, unless they are required to do so by state or federal law.

• WHAT TO DO IN AN EMERGENCY

In case of emergency, please call the TTY-equipped 9-1-1 center or emergency services center in your Oklahoma community. You will need to verify the phone number for emergency TTY calls in your area. Remember: Calls placed directly and immediately to the local TTY emergency number can save valuable time in urgent situations.

• YOUR COMMUNICATIONS OPTIONS

If you ask, Relay Oklahoma offers you different ways for your calls to be handled. Here are your options:

Ask the relay agent to type and speak exactly what is said.

(Result: The agent will reproduce the exact conversation.)

Ask the agent not to announce your call.

(Result: The agent will not initially ask the calling party if he or she has ever received a relay call, and will not explain the service.)

Ask the agent to use voice or hearing carry-over.

(Result: This provides direct communication when callers who are deaf, hard-of-hearing, or speech disabled use their own voice or hearing.)

• USING DIRECTORY ASSISTANCE

Please refer to your local directory for the directory assistance number.

• RELAY OKLAHOMA BILLING PROCEDURES

- There are no fees or charges for using the relay service within your local calling area.
- Long distance calls made through Relay Oklahoma will be billed at a reduced rate. This discount is given to compensate for the additional time needed to place a call through the relay service. Rates are available.
- Direct dial, collect calls, third-party calls, credit card and calling cards are welcome through the relay service. Simply identify your billing method.

• STATE-TO-STATE/INTERNATIONAL CALLING

Relay Oklahoma lets you place calls to and receive calls from anywhere in the continental United States. In addition, Relay Oklahoma enables you to make international calls to anywhere in the world.

• COMPUTER CALL PROCESSING

You may access Relay Oklahoma with your computer by dialing either 1-800-722-0353 or 1-800-522-8506. Set your communications software to the following protocol at speeds ranging from 300 to 2400:

- a. 8 bit b. No Parity c. 1 Stop Bit d. Full Duplex

When calling at a rate of 300 or below, follow the above settings using Half Duplex. (Note: It may be helpful to set your "time out" to 100 seconds.)

If you need more information on Relay Oklahoma, please feel free to call our Customer Service Center:

1 800-676-3777 (TTY/Voice)
Relay Oklahoma c/o Sprint
P.O. Box 7910
Shawnee Mission, KS 66207

Wadson Telephone Company, Inc.

Emergency Calls

	Emergency	Non-Emergency
Oklahoma, Cleveland, Lincoln and Pottawatomie Counties	911	
McLoud Fire Department	911	964-2345
McLoud Police Department	911	964-3325
County Sheriff's		
Cleveland County/Norman	911	321-8600
Lincoln County/Chandler	911	405-258-1101
Oklahoma County/Oklahoma City	911	713-1000
Pottawatomie County/Shawnee	911	273-1727
Safety Center-Jail	273-0043	

State Highway Patrol..... 425-2043

State Government Offices

Governor's Office.....	1-405-521-2342
State Senate.....	1-405-524-0126
House of Representatives.....	1-405-521-2711
Insurance Commissioner.....	1-405-521-2991
Attorney General.....	1-405-521-2029
Oklahoma Corporation Commission.....	1-800-522-8154
State Health Department.....	1-405-271-5600
Tourism and Recreation.....	1-800-652-6552
Before You Dig - Call OKIE.....	811 or 1-800-522-6543
Federal Bureau of Investigation, Oklahoma City.....	1-405-290-7770
U.S. Secret Service, Oklahoma City.....	1-405-810-3000
Oklahoma Poison Control Center.....	1-405-271-5454
Oklahoma Bureau of Narcotics, and Dangerous Drug Control.....	1-405-521-2885
Missing Persons Nationwide, Inc.....	1-800-843-5678
Child Abuse Hot Line.....	1-800-522-3511

TDD Message Relay for the Deaf

To communicate by telephone between hearing persons and TDD users, you may call these numbers:

For 24-hour service within Oklahoma, call.....	711
Voice.....	1-800-522-8506
Customer Service.....	1-800-676-3777
Corporation Commission Consumer Services Division (TDD)....	1-405-521-3513

Community Services.....211

INFORMATION :: 1

KanOkla Network

Kansas Relay

Kansas Relay Center (KRC) is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically people who are deaf, deaf-blind, hard of hearing or who have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone (CapTel®) in order to connect with family, friends or businesses with ease.

Here's how KRC works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with KRC. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

KRC offers specialized services for individuals with speech disabilities and for Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided on this page. Since KRC offers a variety of services, please refer to the website listed or call KRC Customer Service for more detailed instruction on how a particular call is processed.

Captioned Telephone is also available and ideal for people with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach KRC, please call KRC Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Kansas, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access KRC.

To place a call using Kansas Relay Center, dial 7-1-1 or dial one of the toll free numbers below:

TTY/Voice: 1-800-766-3777

Spanish: 1-866-305-1343

Speech-to-Speech: 1-866-305-1344

Spanish Speech-to-Speech:

1-866-305-1345

Customer Service Information:

1-866-735-2957 V/TTY

Email: ksrelay@hamiltonrelay.com

Web: www.hamiltonrelay.com

Captioned Telephone Customer Service:

1-888-269-7477

To call a Captioned Telephone user, dial:

1-877-243-2823

Equipment Distribution Program

The Kansas Telecommunications Access Program offers amplified phones, TTYs Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Kansas who are deaf, deaf-blind, or who have difficulty with speech, mobility and cognitive capabilities. For more information, you can visit <http://www.kansastap.org> or call 1-785-234-0200 (V/TTY).

Emergency Calls

Please note that 7-1-1 is only to be used to reach Kansas Relay Center.

For EMERGENCIES you should continue to use 9-1-1. In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Kansas Relay Center will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 911 centers and do not assume responsibility for emergency calls.

Oklahoma Relay

As a telephone customer, you have access to the Oklahoma Relay System. This service provides a communications link between hearing or speech impaired residents who use a typewriter-like text telephone (TDD), or personal computer, and those who use standard voice telephones.

How does it work?

People who are deaf or hard of hearing and those with speech impairments can dial 711 or 1-800-548-2546 (TTY/TDD only) or 711 or 1-800-548-2547 (voice only) and be connected to a Communications Assistant. The assistant then relays the conversation from a computer screen and verbally "relays" the message to the hearing party. The conversation continues until both parties terminate the call. All relayed calls are kept strictly confidential, and content of the call is deleted when the call terminates.

The Relay System works both ways.

Anyone may call hearing or speech impaired individuals by simply dialing the same number.

When is the Relay System available and how much does it cost?

The Relay System is available 24 hours a day, seven days a week, including holidays. Local calls are free and long distance calls are billed if dialed directly. There is no limit on the number or length of calls.

TDD/TTY Numbers

TTY/TDD only

Voice only 711 or 1-800-548-2547

Social Security Information 1-800-325-0776

Operator Assistance 1-800-855-1153

Questions?

If you would like a referral, or more information about the Relay System, please dial 711 or 1-800-548-2546 (TDD only) or 711 or 1-800-548-2547 (voice only).

Subscriber Information

you subscribe to and the dates, times, duration, and numbers billed to your phone number. As part of an ongoing effort to protect the privacy of your account information and to comply with the new FCC privacy regulations, Oklahoma Telephone & Telegraph, Inc. is being required to obtain a password from you for those instances when someone calls our office wanting this type of information on your account. The password requirement does not apply when you have your bill and call our business office and have specific questions about the details you already have on your account. This new requirement is to protect unauthorized persons from calling our office and obtaining your CPNI. If you choose not to provide us a password and call us wanting CPNI, we are not allowed to provide it to you without the password, but we are allowed to mail you a copy of your bill to your address of record; call you with the information at the telephone number of record; or you may come to our office with a valid photo ID to receive a copy. Please note that ONLY person(s) authorized by you and reflected on your records may acquire your call detail information and make changes to your account and, only if they have your password.

As part of our security system, the Company is required to obtain information to better protect your CPNI privacy, should you forget your password:

- 1) Password
- 2) Answers for two (2) Hint Questions
- 3) Email Address (if available)
- 4) A list of Authorized User(s), up to as many as five (5) different users may be provided, along with their contact number and their relationship to you.

By providing the requested information, it will enable us to protect the privacy of your account information in a more secure method.

The Company has elected to retain the right to use CPNI information for marketing purposes. If a customer desires their CPNI information not to be used for marketing, they must notify the Company in writing once every two (2) years. Please contact the business office at 918-656-3233 if you have any questions about your CPNI information.

Oklahoma Relay Service for TDD Message Relay Services:

Oklahoma Relay provides a full telephone interpreting service between people who can hear and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled. Communications Assistants (CAs) have computers that enable them to hear the voice users as well as read the signals from the TTY users. These services are available 24 hours a day, 365 days a year. There are no restrictions and confidentiality for relay users and CAs is assured



by the Federal Communications Commission (FCC) Ruling.

Oklahoma Relay Numbers:

711	TTY/ASCII/Voice/VCO
1-800-722-0353	TTY/VCO/HCO
1-800-522-5065	ASCII
1-800-522-8506	Voice
1-800-676-3777	Customer Service

Persons with hearing or speaking difficulties may obtain information about specialized equipment and services by contacting:

Oklahoma Department of Rehabilitation Services
2401 NW 23rd St., Suite 65
Oklahoma City, OK 73107
TDD Equipped 1-800-833-8973

Oklahoma Corporation Consumer
Services Division Telecommunication
Devices for the Deaf 1-405-521-3513

Optional Services

Please check with your local business office for availability of and charges for these Optional Services. Not all Optional Services are available from every office.

Phone-Care: A maintenance program covering inside wiring, jacks and testing of telephone instruments for a low monthly fee. No charge will be made for these types of trouble calls to the premises of subscribers participating in this program.

Telephone Sales: Oklahoma Telephone has standard telephone instruments for sale at special prices.

Unpublished Number: A subscriber's number would not appear in the telephone directory and would not be available through Directory Assistance.

Additional Listings: A separate and distinct additional listing in the telephone directory.

PINE TELEPHONE COMPANY, INC.

BROKEN BOW EAGLETOWN HOCHATOWN OAK HILL
WRIGHT CITY

Business Office Telephone..... 584-3355
Office Hours 8:00 A.M. To 5:00 P.M. Monday Through Friday

EMERGENCY CALLS

FIRE (To Report A Fire)

BROKEN BOW.....584-2424
EAGLETOWN FIRE DEPT.....835-2222
HOCHATOWN FIRE DEPT. ASSOC.....494-6333
WRIGHT CITY.....981-2757
STATE FORESTRY.....584-3351
Or After Hours.....584-3339 or 584-3391
HOLLYCREEK - OAK HILL.....420-6400
RINGOLD.....981-2600
SMITHVILLE FIRE DEPT.....244-3456
OCTAVIA-SMITHVILLE RURAL FIRE DEPT.....244-3456

IMPORTANT—Stay on the line until the fireman understands
your name and location.

HIV - AIDS HOTLINE.....1-800-535-AIDS (2437)
OKLAHOMA POISON CONTROL CENTER.....800-222-1222
Or.....1-800-522-4611

AMBULANCE

Night or Day.....584-2800

POLICE.....Broken Bow 584-3310 or 584-9213

Wright City.....981-2238

SHERIFF Idabel, Okla. (Toll Call).....286-3331

STATE HIGHWAY PATROL

Durant, Okla. (Toll Call).....580-924-2601

F.B.I.

For the Telephone Number or Address Dial "Operator"

U.S. SECRET SERVICE.....Oklahoma City 405 231-4476

DEPARTMENT OF WILDLIFE CONSERVATION

Kenny Lawson.....580-513-4963

Floyd Matlock.....580-513-2561

Dra Polk.....580-513-6866 or 918-431-2565

TELEPHONE SERVICE CALLS

LONG DISTANCE.....See Page 4

DIRECTORY ASSISTANCE.....See Page 4

REPAIR SERVICE.....584-2200

Telephone Business Office.....584-3355

Pine Cellular Phones.....584-3330

For Information Concerning Rates

And Service Contact.....584-3355

TDD MESSAGE RELAY SERVICE FOR THE DEAF

To communicate by telephone between hearing persons and TDD users you may call these numbers. For 24-Hour service call:

1-800-522-8506 – hearing person to call deaf person with TDD

1-800-722-0353 – deaf person to call

For Cellular phone information call 580-584-3330.

PANAMA AND SHADY POINT



For Fire, Police, Ambulance and/or Sheriff.....911

Other Emergency and Non-Emergency Numbers

Panama Police Department.....	963-4600
Panama Fire Department.....	963-2233
Shady Point Police Department.....	963-4477
Shady Point Fire Department.....	963-4200
Le Flore County Sheriff.....	1+918-647-2317
Oklahoma State Police Department.....	1+918-423-3636
FBI - Oklahoma City.....	1+405-290-7770
Oklahoma Forestry, Le Flore County Division.....	1+800-375-2056
Poison Control.....	1+800-222-1222
Rape Hotline.....	1+800-522-9054
Crisis Center for Women.....	1+800-359-0056
Before Digging, Call OKIE.....	811 or 1+800-522-6543

TDD Message Relay Service for the Deaf

To communicate by telephone between hearing persons and
TDD users within the 918 area code call (24 hours).....1+800-722-0353

Directory Assistance

Local Area.....	1+411
Outside Local Area.....	1+918-555-1212
Outside the 918 Area Code.....	1+Area Code+555-1212

Repair Service

Repair Service (24 hours a day).....	963-2804
Telephone Business Office (when you wish to order telephone service, have your telephone moved or discuss your bill).....	963-2804

Business Office Hours

Our business office in Panama is open Monday-Friday from 9 a.m. to 1 p.m., excluding
holidays. If the business office is closed when you call, you may leave a message and
your call will be returned.

Service Office Location and Billing

You may apply for service, pay your bill and receive other communication related
services at our business office, located at 204 E. Main, Panama, OK.

Pinnacle Communications

Emergency Numbers

www.sstelco.com

Dial 911 for real fire, police and medical emergencies.
Remain calm, speak clearly and stay on the line
to answer all of the operator's questions.

911

911 service is available to all customers served by this directory. When the 911 operator answers, give the following information: phone number you're calling from, name, address, and nature of the problem. Dial 911 for real emergencies – to report a crime, a heart attack or serious injury, a fire or any situation that is potentially dangerous and requires an immediate response from fire, medical emergency or law enforcement personnel. If there is a fire at your location, get out immediately and call from someplace nearby. 911 calls dialed from a pay phone are free. Do not dial 911 for non-emergencies, for road or weather information or as a joke. Abuse of 911 is a prosecutable offense.

Call Before You Dig

811

Plan to dig on your property or someone else's? Then you need to call 811. It's the law. 811 is the new national call-before-you-dig number. This three-digit number will connect anyone intending to dig with their respective one-call center. In Oklahoma, 811 connects you with Call Okie. Call before you dig.

Telecommunications Relay Services for the Hearing- or Speech-Impaired

711

This 24-hour service is for communications between TDD/TTY users and hearing persons. Those with TDD/TTY devices may relay messages to those who do not have the devices by calling the TDD/TTY 800 number below. If you don't have a TDD/TTY but need to contact someone who does, call the voice 800 number below or dial 711 to connect to relay services anywhere in the United States.

Relay Oklahoma TDD/TTY calls 1-800-722-0353 Voice Calls 1-800-522-8506

Human Services Assistance

211

First Call 211 is designed to connect people with information and referrals to community and human service agencies. 211 is an easy to remember number and is a free call from any landline or cell phone. The service is designed to provide information to persons who need help in meeting their every day needs or who need assistance in times of crisis. Services offered through 211 vary from community to community. 211 is available throughout SST's service area.

County Sheriff Offices (Non-Emergency Calls)

Adair County Sheriff
1-918-696-2106

Cherokee County Sheriff
1-918-456-2583

Delaware County Sheriff
1-918-253-4531

Mayes County Sheriff
1-918-825-3535

Rogers County Sheriff
1-918-341-3535

Area Electric Companies

Lake Region Electric Cooperative
1-800-364-5732

Ozarks Electric Cooperative
1-800-521-6144

Public Service of Oklahoma (AEP/PSO)
1-888-216-3523

REC NE Okla. Electric Cooperative
1-800-256-6405

**This Directory is
Published By:**
Publisher No: #0974

Pinnacle Publishing, LLC
4030 Technology Drive NW
Bemidji, MN 56601

In cooperation with:
**Salina-Spavinaw
Telephone Company, Inc.**

*Other helpful city, county, state and national telephone numbers begin on page 8 of the
Community Section, located at the beginning of the Yellow Pages.*

Lotah Communications

Customer Information

"Vacation" Disconnect

During short periods of absence the customer may retain his number by notifying the business office for the period of absence, which must be at least 30 days, and pay a reduced rate. Arrangements must be made prior to your departure to get this reduced rate. On your return you must contact the office to have service reinstated.

Directory Ordering

To receive additional Totah Communications directories, please call the office at 1-888-580-2208. To receive directories from other communities, contact LogisTech at 1-800-423-2533.



TDD Message Relay Service for The Deaf

Several services are available for those who are speech and/or hearing impaired and require a TDD for telephone communications. Those certified as hearing and/or speech impaired may qualify for a free TDD unit. Certification forms and more information are available from the business office.

To communicate by telephone between hearing persons and TDD users you may call these numbers for 24-hour service:

Within 918 Area Code..... 1-800-722-0353

Telecommunications Device for the Deaf (TDD) Kansas customers call

..... 1-800-766-3777

Customer Service 1-800-676-3777

Handling Unwanted Phone Calls

If you do not want to talk to a person selling a product or service by telephone, just say "no, thank you," and hang up.

If you're bothered by harassing or anonymous phone calls, try these techniques to discourage them.

- Always hang up immediately at the first obscene word or if the person on the other end of the line doesn't respond after you've said "hello" twice.
- Don't talk to the caller. This is what they want you to do.
- Don't give out any information or let the caller know if you're alone. Teach your children to say, "Mom or Dad can't come to the phone. May I take a message?"
- If the problem occurs continuously over an extended period, you should report it to your law enforcement agency. Keep a record of the days and times of the calls, and note the caller's sex, voice, accent and comments. This information could assist the police.
- It is a crime to make harassing, obscene or anonymous phone calls under both federal and state laws.

For information about telemarketers see the Consumer Information on pages 16-17 of this telephone book.



Newspaper

Cindy Houghton

From: Valliant Telephone [telephon@valliant.net]
Sent: Thursday, September 22, 2011 4:46 PM
To: southeasttimes@gmail.com; valeader@valliant.net; ota@brightok.net
Subject: Valliant telephone co ad

Please run this in the paper as an ad 2 times

OKLAHOMA RELAY SERVICES OFFERS
COMMUNICATION OPTIONS FOR THE DEAF,
HARD OF HEARING, AND SPEECH
DISABLED PEOPLE OF OKLAHOMA.
DIALING 7-1-1 FOR TTY RELAY,
CAPTIONED RELAY AND SPEECH TO
SPEECH RELAY.

WWW.SPRINTRELAY.COM, PROVIDES ACCESS
TO WEBCAPTEL, INTERNET RELAY AND
VIDEO RELAY WITH A FULL DESCRIPTION
OF SERVICES FOUND BY VISITING

WWW.OKLAHOMARELAY.COM.

OKLAHOMA RELAY IS OVERSEEN BY THE
OKLAHOMA TELEPHONE ASSOCIATION

VALLIANT TELEPHONE CO
580-933-4400

Thanks, Julie Dorries

This Oklahoma Relay notice was printed twice in the
Southeast Times and the Valliant Leader newspapers
in September 2011.

Websites

SALINA-SPAVINAW TELEPHONE CO.

[DSL/INTERNET](#)

[CUSTOMER SUPPORT](#)

[SST NEWS](#)



[Offices & Hours](#) | [Payments](#) | [Billing and Disconnection](#) | [Telephone Trouble](#) | [Internet Trouble](#) | [Call Before You Dig](#) | [First Call 2-1-1 Human Services Assistance](#) | [Relay Oklahoma 7-1-1 for the Hearing- or Speech-Impaired](#)

Relay Oklahoma 7-1-1 for the Hearing- or Speech-Impaired

Telecommunications Relay Services for the Hearing- or Speech-Impaired

Relay Oklahoma is a free service that provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind, or have a speech disability. For complete details on all services provided by Relay Oklahoma, go to www.oklahomarelay.com.

Ⓢ Always Available

Make calls to almost anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.

Ⓢ Accurate and Transparent

The operator voices everything you type and types everything you say.

Ⓢ Private and Confidential

All Relay Oklahoma calls are strictly private and no records of any conversation are maintained.

TTY / 7-1-1

A person who is deaf, hard of hearing, deaf-blind or has a speech disability uses a TTY to type his or her conversation to a relay operator. The operator then reads the typed conversation to a hearing person. The operator relays the hearing person's spoken words by typing them back to the TTY user.

Hearing users can also easily initiate calls to TTY users by dialing 7-1-1.

Internet Relay / www.sprintip.com

You can place a relay call from any internet connection with a computer that has Instant Messenger access. Sprint IP Relay is a free service that combines traditional relay service with the simplicity and convenience of the Internet.

Emergency / 9-1-1

In case of emergency, relay users should call 9-1-1 directly.

Don't Hang Up

The goal of the Don't Hang Up campaign is to decrease the frequency of hangups by businesses unfamiliar with Relay services. To report hangups, complete the online form at www.oklahomarelay.com/donthangup.html. Reported businesses will be contacted by Relay Oklahoma Outreach and receive relay information.

Go Local. Go SST.



Lifeline =
affordable
telephone
service



Check out our NEW
**ONLINE
DIRECTORIES!**
go to home page >>

www.solution.com



TDD Message Relay for the Deaf

To communicate by telephone between hearing persons and TDD users, you may call these numbers:

For 24-hour service within Oklahoma – Dial 711
Voice – 1-800-522-8506
Customer Service – 1-800-676-3777
Corporation Commission Consumer Services Division (TDD) – 1-405-521-3513

75 YEARS

Morgan Wells

Leedey High School:
Elli Price

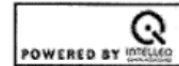
McLoud High School:
Meagan Longenbaugh

McLoud High School:
Josh Mouser

Dobson Telephone is celebrating its 75th Anniversary of providing voice and data services to Western Oklahoma. Thank you for your patronage and helping make this special year possible.

For Emergencies, DIAL 911

[Home](#) [About Us](#) [Services](#) [Rates](#) [Coverage Area](#) [Community](#) [FAQ](#) [Contact Us](#) [Helpful Links](#)



Appendix G:
Copies of Annual Report or Other

Spring 2012 ROAC Report



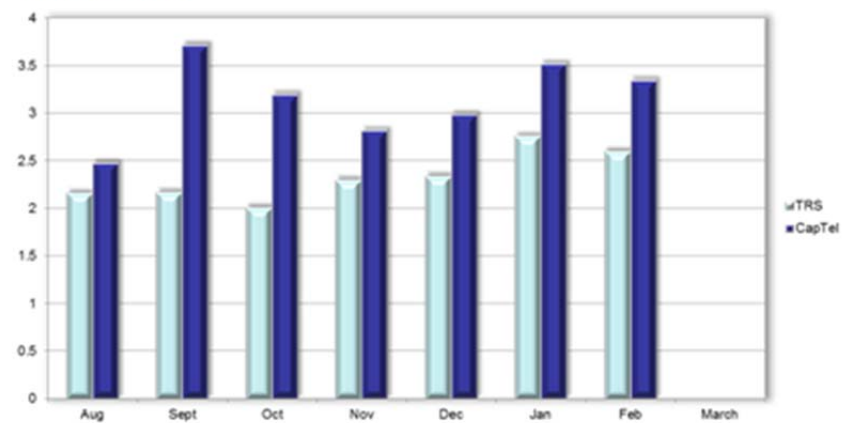
Oklahoma
Relay
Service

Average Session Minutes per Call

August 2011 – March 2012

• *TRS: 2.33*

• *CapTel: 3.5*

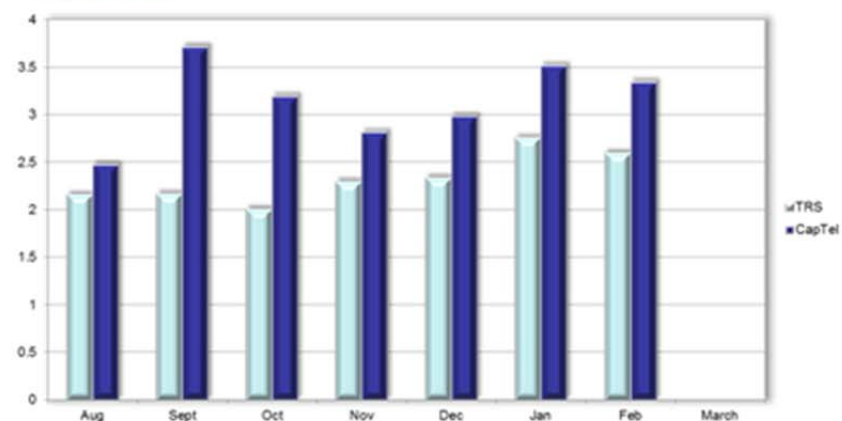


Average Session Minutes per Call

August 2011 – March 2012

•TRS: 2.33

•CapTel: 3.5

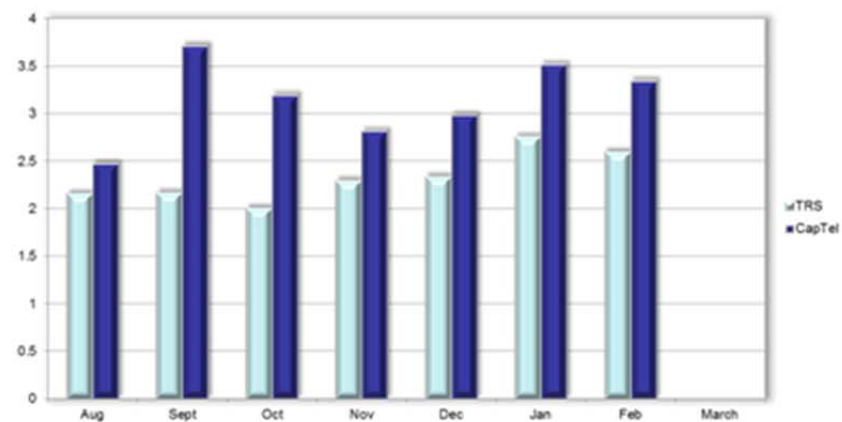


Average Session Minutes per Call

August 2011 – March 2012

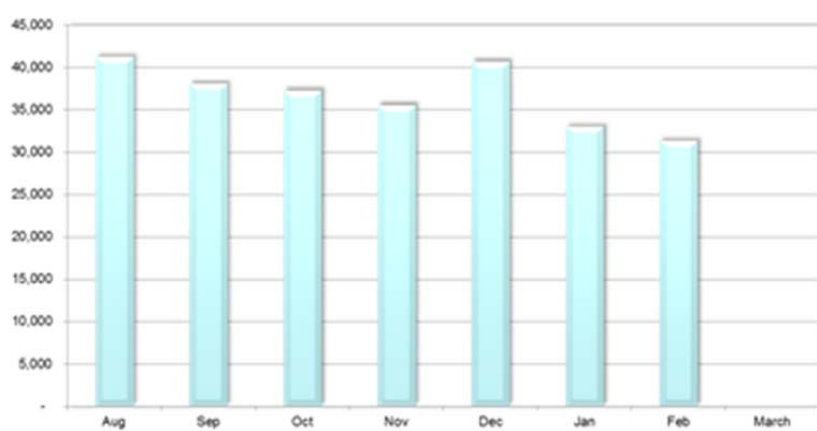
•TRS: 2.33

•CapTel: 3.5



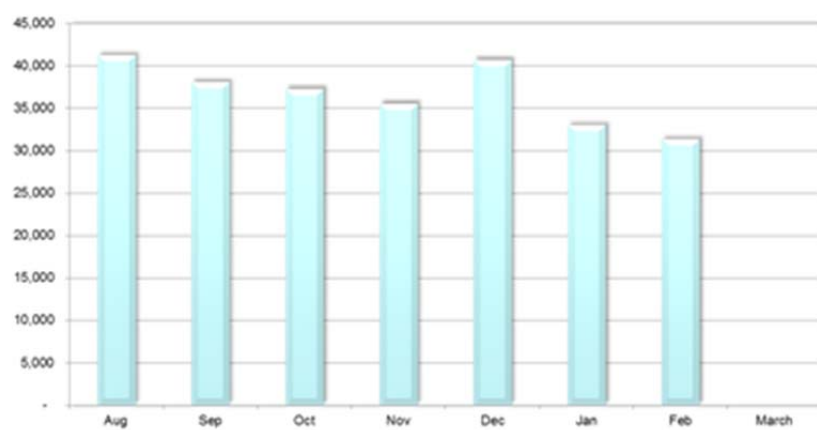
TRS Billable Minutes

August 2011 – March 2012



TRS Billable Minutes

August 2011 – March 2012



- New CapTel PSA on website
- New STS PSA on website
- Don't Hang Up on Relay digital flyer at Outlet Shoppes OKC.
- New ORS advertisement flyer

Outlet Shoppe OKC



1,720 displayed per day

21,856 target audience in 42 days





- ½ page color ad in OSU 2012 Football Game Program
- 1 :30 second “Don’t Hang Up on Relay” PSA state-wide radio network for all regular season games. (24 stations)
- 385,000 sports listeners

University of Tulsa

- Full page in Hurricane Illustrated Football Game Program
- One :30 seconds spot radio broadcast, 12 broadcasts on six stations. (Football)
- One :30 seconds spot radio broadcast, 29 broadcasts on five stations (Men’s Basketball)

OKC RedHawks

Media:

- 1. Exclusive exposure during April 27th and August 31st game.
- 2. Exposure on Team's website as presenting sponsor of the post-game fireworks show for the applicable Team home games.
- 3. Recognition and a link on Team's website.

Promotion:

- Two newspaper ads in The Oklahoman
- Public address announcements during Team home games
- In-course identity via a Sponsor Table.
- Website promotional pages.
- Game broadcast drops-ins.
- Promotional pages of PlayBall.
- :30 seconds PSA to be shown on video scoreboard, post game, pre-fireworks show.

OKC RedHawks

Other Benefits:

- 1. Group outings-50 tickets and 20 suite tickets for April 27th and August 31st game.
- 2. Twenty passes and table booth during RedHawks Kids Day on Saturday, June 2nd.
- 3. Four Mascot Appearances.
- 4. Use of Team marks and logos upon approval.
- 5. Invitation to participate Sponsor Reception (Business networking).

OKC RedHawks

<u>Marketing Effort</u>	<u>Implementation</u>
➤ Newspaper Ad	Will run in <i>Oklahoman</i> on 4/24
➤ Radio Drops	Will be aired from 4/21-4/27
➤ PA Drops	Will be aired from 4/21-4/27
➤ PlayBall! Promotional Page	Will be in PlayBall! from 4/21-4/27
➤ Website Media Wall	Posted on website, 4/20
➤ Social Media	Posted on social media, 4/20
➤ :30 Second PSA show	Will run post game, before the firework
➤ E-mail Blast	Will be sent out 4/26
➤ In-game Radio Drops	Will be aired during 4/27 game
➤ In-game PA Drops	Will be aired during 4/27 game
➤ In-game Booth Tabling	Tabling on concourse with can coolers

REDHAWKS BASEBALL BONANZA

Take flight at four action-packed games as the RedHawks battle the Round Rock Express.



THE FUN STARTS AT JUST \$5 A TICKET, CALL (405) 622-5767

- **Thursday, April 26**
Beers only \$1, all night long!
- **Friday, April 27**
Dazzling fireworks, presented by Oklahoma Relay!
- **Saturday, April 28**
Enjoy great family entertainment while cheering on the nation's top prospects.
- **Sunday, April 29**
Pre-game player autographs and kids run the bases after the game!

Make sure you're at Chickasaw Bricktown Ballpark for all the fun. Visit okcwhawks.com, stop by the RedHawks Box Office, or call (405) 622-5767 to order your tickets today.



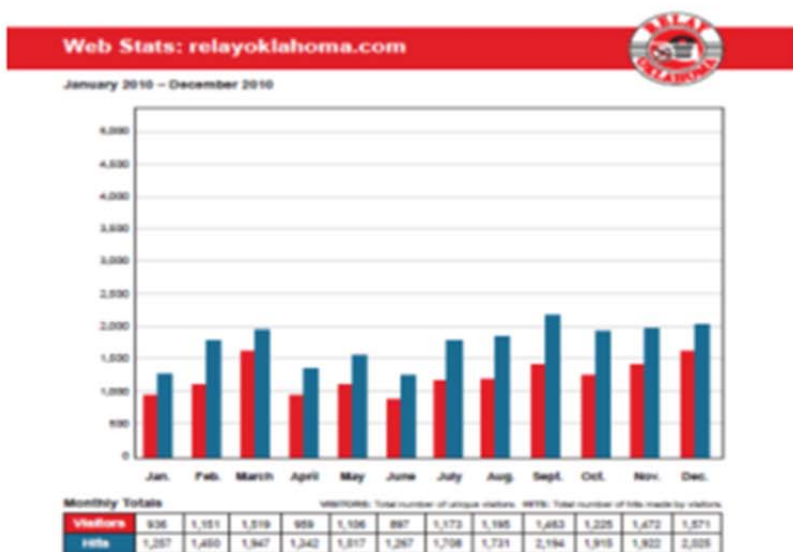
Outreach

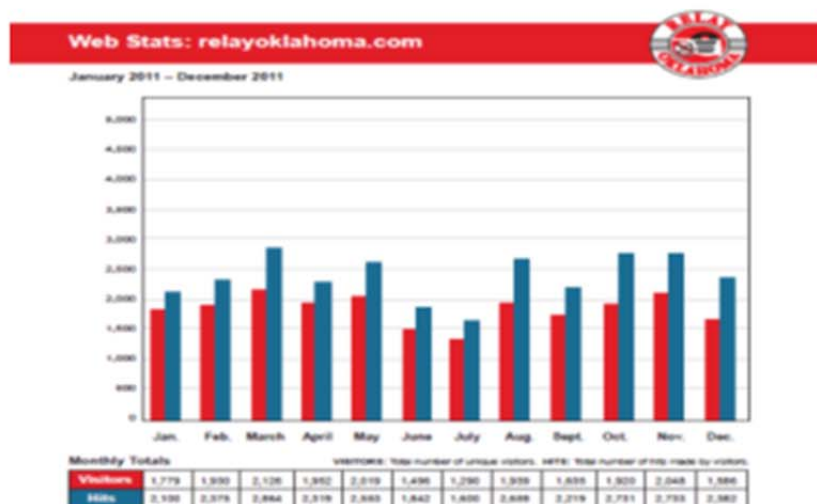
Oklahoma Native American Tribes:

- ORS and CapTel brochures sent to all 39 Oklahoma Native American Tribes.
- Participated two Native American events.
- Currently building relationship to have a booth for POW WOW event. (Must be authentic Native American to have a booth)

General Community:

- 28 events (booth/presentation/outreach from November to April).
- 8,683 targeted audience.
- See handout flyer





Oklahoma Relay Website

2010:

Visitors-14,666

Hits-20,275

2011:

Visitors-21,729

Hits-28,377

- Rural community outreach- work in progress
- Chambers of Commerce-work in progress
- Native Indians Community-work in progress
- Re-design website (first phase)-2013
- Re-design OK CapTel brochure-2013
- Native American Oklahoma Relay brochure or flyer-2013

Appendix H:
Copies of Relay Brochures or Other Advertisements

Are you a Hearing Person? Have you heard about Relay Oklahoma?



www.oklahomarelay.com

Just dial 7-1-1!

If you are a hearing person and you want to call a deaf, hard-of-hearing, deaf-blind, speech-disabled, or late-deafened person, all you have to do is dial 7-1-1. It is that easy! (If the phone from which you are calling does not accept 7-1-1, just call 1-800-522-8506 for the same great results).

Follow these simple steps:

1. Dial 7-1-1 (or 1-800-522-8506).
2. A specially trained Relay Oklahoma Operator will answer and identify themselves by their Operator number.
3. Give the Operator the phone number of the person you are calling.
4. The Operator will connect you with the person you are calling and will assist you with communication.

It really is that easy!

Remember, calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are strictly confidential and no records of any conversation are maintained. Long distance calls are billed at a discounted rate.



**Sprint
Relay**

www.sprintrelay.com

Relay Oklahoma... making a telephone connection for hearing, deaf, hard-of-hearing, deaf-blind, speech-disabled, and late-deafened individuals! Just dial 7-1-1!

Sprint  CapTel[®] for Hearing Callers



How to reach a CapTel[®] user:

www.relayoklahoma.com/captel.html



- **Dial English:** 1-877-243-2823
(24 hours a day, 7 days a week)
- **Dial Español:** 1-877-243-2823
(5 AM to 9 PM Pacific Time, 7 days a week)
- **Listen for the short message.**
- **Enter the area code and phone number of the CapTel user and then press pound (#).**
- **Speak when the call is answered.**

If you know your CapTel[®] party uses 2-Line CapTel[®]:

- **Dial only the CapTel user's phone number.**
- **When the CapTel user answers, begin your conversation.**

NOTE: When you have finished your turn speaking, it might take the CapTel user a moment to respond while they read the captions of your conversation.

For more information: www.relayoklahoma.com/captel.html

Building a connection between phone callers with ease!



oklahomarelay.com

Dial **7-1-1** and communicate with any caller – 24 hours a day!

Relay Oklahoma is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows TTY (text-telephone) users to communicate with standard telephone users through specially trained relay operators.

For more information, contact **Jeff Prail, Account Manager**
501-221-1285 (Voice)

email: jeffrey.prail@sprint.com (Email)

visit our website: www.oklahomarelay.com



Captioned Telephone (CapTel®) Service – Talk, listen and **read**!

If a person with a hearing loss has difficulty hearing on the phone, **not anymore!** They can hear everything other callers say, just like a traditional call. At the same time, the captioning service transcribes everything they say into captions, which appear on the CapTel display window.

For more information,

- Visit www.oklahomarelay.com/captel

- Contact Oklahoma EDP at
580-622-4930 (Voice)



- Please, Don't Hang Up! Campaign
www.oklahomarelay.com/donthangup
- Relay Service for Spanish-Speaking Callers
www.oklahomasrelay.com/spanish
- Oklahoma Relay Customer Service
www.oklahomarelay.com/support
- Telecommunications Equipment Distribution Program
www.oklahomarelay.com/tedp



©2012 Relay Oklahoma. All rights reserved. CapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.



www.oklahomarelay.com

Dial **7-1-1**

What is OK-TEDP?

The Oklahoma Telecommunications Equipment Distribution Program (OK-TEDP) provides free telephone equipment to eligible Oklahomans who are:

- deaf, hard-of-hearing, or deaf-blind
- have a speech disability
- have a visual, mobility, or cognitive impairment that prevents them from using a standard telephone.

Who can apply?

Anyone can apply who meets the following four criteria:

- Oklahoma resident
- Personal telecommunication service
- Income eligibility
- Hearing loss certified by a qualified professional

Even if you do not meet income eligibility, a shared cost option is available.

How do I apply?

To receive an application, contact OK-TEDP:

- 580-622-4930 Voice/TTY
- 866-327-0799 Videophone
- www.osd.k12.ok.us/edp

If you need more information,

Contact the Oklahoma Telecommunications Equipment Distribution Program Office at:

- Service to the Deaf and Hard of Hearing Oklahoma School for the Deaf
1100 East Oklahoma Street
Sulphur, OK 73086-3108
- 866-327-9986 or 866-327-0799 (Videophone)
- 580-622-4930 (Voice/TTY)
- www.osd.k12.ok.us/edp (Website)

CapTel® tips

- To place a call, just press the CAPTION button and dial like you do when using a traditional phone.
- To receive captions on an incoming call, the person calling you must first dial the CapTel Relay Service toll free at 877-243-2823. When prompted, they should then enter your phone number.

Need help?

Contact Customer Service:

- 1-888-269-7477 (Voice/TTY)

CapTel® users must contact Customer Service (above) to register their desired Long Distance Provider. Otherwise all long distance calls will be billed through Sprint.



900 South Shackelford Road, Suite 300
Little Rock, AR 72211
Voice: 501-221-1285
TTY: 501-221-3279
Fax: 501-221-3241
Videophone: 501-246-8227
Email: jeffrey.graff@sprint.com
Website: www.oklahomarelay.com/capitel

Oklahoma Relay is provided by Sprint.
CapTel is a registered trademark of Citicorp, Inc.



Like **captions**
for television?

You'll love it for your
phone calls!



CapTel® gives hard-of-hearing Americans their independence

What is CapTel® Relay Service?

- The service is similar to captioned television. Spoken words appear as written text for you to read.
- Dial the person you're calling directly.
- Captions are provided live for every phone call. They are displayed on your CapTel phone's built-in screen for you to read as you listen to your caller's voice.
- CapTel Relay Service is provided free of charge* through Oklahoma Relay.

The CapTel phone is available through OK-TEDP.

- Read "What is OK-TEDP?" on the panel to the right.

* CapTel users are responsible for their own long distance charges.

CapTel® Comparative Chart

Lines on display screen

CapTel 800	Up to 15 lines of text depending on font size
CapTel 800i	Up to 15 lines of text depending on font size
WebCapTel	Depends on your browser window & font style

Phone services supported

CapTel 800	Analog phone line only
CapTel 800i	Analog, DSL, VoIP, POTS, Digital cablephone
WebCapTel	Own telephone & phone service to make calls

2-line CapTel

CapTel 800	Yes
CapTel 800i	2-line capabilities
WebCapTel	No

Requires high-speed Internet connection

CapTel 800	No
CapTel 800i	Yes
WebCapTel	Yes

Ability to save text of conversation

CapTel 800	Yes - Up to 480 lines of text
CapTel 800i	Yes - Up to 480 lines of text
WebCapTel	Yes - Can review and save entire conversation

Captions provided

CapTel 800	Over analog phone line
CapTel 800i	Over Internet connection
WebCapTel	Over Internet website

CapTel® Captioned Telephone lets you communicate with

confidence

- ✓ Bright, easy-to-read display
- ✓ Simultaneously hear your caller's voice and read captions of everything your caller says to you
- ✓ Can turn captions off to function as a normal or amplified phone



How to make calls using your CapTel® 800 phone

CapTel phone users place a call the same way they do when using a traditional phone.

When you dial, the CapTel phone automatically connects to Oklahoma Relay's CapTel relay center.

When the person you're calling answers, you hear everything that he/she says, just like a traditional phone call.

Behind the scenes, an operator at the CapTel relay center transcribes everything the other party says to you into written text (captions) using the voice-recognition technology.

The captions appear on a bright, easy-to-read display window built into your CapTel phone. Because captions appear almost simultaneously with spoken conversation, CapTel users understand the entire conversation by hearing and reading it.

Sprint WebCapTel® www.sprintcapitel.com

- You need a computer with Internet connection and any phone.
- The WebCapTel user speaks directly to a voice user through her telephone.
- The voice user speaks directly to the WebCapTel user.
- A WebCapTel operator transcribes the voice user's message into text using voice recognition technology.
- The WebCapTel user listens to the voice user on her telephone while reading captions of the conversation on her computer monitor.
- Visit www.sprintcapitel.com to read FAQs.

How to receive calls with your CapTel® 800 phone

For you to receive captions on an incoming call, the person calling you must first dial the CapTel Relay Service toll free at 877-243-2823. When prompted, they should then enter your phone number.

Calls received through the CapTel relay service, as well as standard voice calls, are answered the same way—by simply picking up the handset. If the incoming call was placed through Oklahoma CapTel Relay Service, your CapTel phone automatically provides captions throughout the conversation.

Can I get captions on my current telephone?

No. Captions cannot be displayed on a regular telephone. The CapTel telephone has a built-in display screen and sophisticated electronics. It also uses internal software to process simultaneous voice and text and to display captions properly.



convenience

Relay Oklahoma is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, or have a speech disability.

Always available

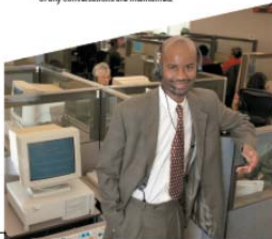
- Make calls to almost anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.

Accurate and Transparent

- The operator voices everything you type and types everything you say.

Private and Confidential

- All calls are strictly confidential and no records of any conversations are maintained.



Federal Relay Service

The Federal Relay Service is a federal government telecommunications service, which gives federal employees who are deaf, hard-of-hearing, deaf-blind, or have speech disabilities equal communication access. Using Federal Relay, federal employees may conduct official duties. Federal Relay also allows the general public to conduct business with the federal government and its agencies. Federal Relay is accessible domestically (50 states as well as Puerto Rico, the Virgin Islands, Guam, and the District of Columbia) 24 hours a day, 7 days a week, 365 days a year.

- 800-877-8339 TTY/ASCI
- 866-377-6642 Voice
- 877-877-6280 Voice Carry-Over
- 877-877-6882 Speech-to-Speech
- 800-845-6136 Spanish
- 866-893-8340 Telebrella
- www.fedrc.us Federal Relay Conference Captioning
- 800-877-6996 Customer Service (Voice/TTY/ASCI/Spanish)



Oklahoma Relay
900 South Shattuck Road, Suite 300
Oklahoma City, Oklahoma 73101
Voice: 501-221-1285
TTY: 501-221-3270
Video: 501-221-3270
Email: jefrey.prahl@sprint.com

Relay Oklahoma



independence



www.oklahomarelay.com

Relay Oklahoma is provided by Sprint



Outreach

Jefrey Prahl, Account Manager
Voice: 501-221-1285
TTY: 501-221-3270
Fax: 501-221-3241
Video: 501-246-8227
Email: jefrey.prahl@sprint.com

- The account manager or an associate is available to:
- provide outreach services to deaf, hard-of-hearing, deaf-blind and speech-disabled Oklahoma residents, as well as hearing civic groups and other organizations within Oklahoma.
- make presentations and distribute relay information in educational settings and at trade shows throughout the state.
- conduct educational workshops and training sessions for all relay services in both the deaf and hearing communities in Oklahoma.
- answer any questions, provide usage tips, and resolve relay-related problems.

Don't Hang Up

The goal of the Don't Hang Up campaign is to decrease the frequency of hangups by businesses who are unfamiliar with Relay. The campaign includes:

- Public service announcements
- Articles in business publications
- An online form relay users can use to report hangups - www.oklahomarelay.com/donthangup.html.

Reported businesses will be contacted by Relay Oklahoma Outreach and receive relay information.

try this...

Many people have found that changing the way their relay calls are answered reduces hangups.

Instead of saying "This is Relay Oklahoma," ask the relay operator to begin, "This is a customer of your business calling through Relay Oklahoma," or, "This is [Your Name] calling through Relay Oklahoma."



Video Relay Service

Video Relay Service (VRS) enables sign language users to communicate to a certified video interpreter over the Internet. The video interpreter voices the signed conversation to a hearing caller. Sign language users can convey facial expressions and cues, ensuring that nothing gets lost in translation and making the conversation go smoothly for both calls. VRS is easily accessible from home, office or while traveling. High speed Internet service — such as DSL (digital subscriber line), high-speed cable or wireless mobile broadband card — is needed to use VRS.

VRS Providers

A list of VRS providers is available on the FCC website at www.fcc.gov/encyclopedia/vrs-providers.

Internet Relay > www.sprintpc.com

You can place a relay call from any Internet connection with a computer or wireless device that has Instant Messenger (AIM), Instant Messenger or Google Talk access. Sprint IP Relay is a free service that combines traditional relay service with the simplicity and convenience of the Internet.

Via Internet
Go to www.sprintpc.com and begin typing your conversation to a Sprint Relay operator.

Via AIM® or Google Talk®
For AIM, add "sprintip" to your buddy list.
For Google Talk, add "sprintiprelay" to your buddy list.
No need to use "GAT".
Type "Help" for Customer Service.

Free Long Distance
Currently there is no charge, long distance or local, when you use Sprint IP Relay. However, international calling is not allowed.

WebCaption® > www.sprintcaption.com

No special equipment is needed to use WebCaption — just a computer with Internet connection and any phone. WebCaption users speak directly to another party through their telephone. As the other party speaks directly to the WebCaption user, a WebCaption operator transcribes the conversation into text using voice recognition technology. WebCaption users listen to the other party on their telephone while reading captions of the conversation on their computer monitor.

Caption and WebCaption are registered trademarks of Utimaco, Inc.

TTY > 7-1-1 or 1-800-722-0353

A person who is deaf, hard-of-hearing, deaf-blind, or has a speech disability uses a TTY to type his/her conversation to a relay operator. The operator then reads the typed conversation to a hearing person. The operator relays the hearing person's spoken words by typing them back to the TTY user.

Hearing users can easily initiate calls to TTY users by dialing 7-1-1 or 1-800-722-8508.

Voice Carry-Over (VCO) > 1-866-826-6522

VCO allows hard-of-hearing users to speak directly to an other party over the phone. A relay operator serves as VCO users' "ears" and types everything said to them to their TTY or VCO phone for them to read.

Hearing Carry-Over (HCO) > 1-800-722-0353

HCO allows speech-disabled users with hearing to listen to the person they are calling. HCO users type their conversation for the operator to voice to the other party.

Speech-to-Speech (STS) > 1-877-722-3515

Specially trained relay operators serve as the speech-disabled user's voice and repeat his/her responses to the other party. Our unparalelled equipment and exceptional STS operator training ensure that speech-disabled users will be heard and understood. There may be instances where an STS user will be asked to repeat his/her message to ensure it is conveyed correctly.

Spanish Relay > 1-800-662-4955

TTY users can type in Spanish and their conversations will be relayed in Spanish to the called party. Spanish-to-English or English-to-Spanish translation is also available.

International Calls

Place and receive calls to and from almost anywhere in the world in English or Spanish. Calls from a country outside the US may also access Sprint Relay via 1-866-224-1887.

900 Services > 1-900-230-4041

Relay users dial a separate toll-free 900 number to connect with Relay Oklahoma. The relay operator dials the requested outboard 900 service number.
The caller is responsible for direct billing beginning upon connection to the 900 number. Rates vary depending upon the 900 service.

Emergency

In case of emergency, relay users should dial 9-1-1 directly. If you cannot connect to emergency service via 9-1-1, you may call 7-1-1 and tell the operator you have an emergency. The operator will then relay your call to the appropriate emergency service provider.

Customer Profile

A customer profile stores an individual relay user's call preferences, expediting call processing. For more information, visit www.oklahomarelay.com/customerprofile
1-800-476-3777
1-800-476-4200 (Spanish)
sprint.trscustserv@sprint.com

need help?

Customer Services available to answer any questions, receive suggestions, comments, or complaints, and provide assistance during a relay call.

Relay Oklahoma Customer Service: 1-800-676-3777

Servicio al Cliente de Relay Oklahoma: 1-800-676-4290

Sprint.TrscustServ@sprint.com

Appendix I:
**Copy of Legislation or Other Establishing TRS in the
State**

§63-2417. Duties and responsibilities of State Department of Rehabilitation Services.

The State Department of Rehabilitation Services is hereby directed to:

1. Provide for the availability, distribution and maintenance, at no cost to qualified individuals with hearing or speech disabilities, or both, telecommunication devices and ring-signaling devices compatible with the telecommunications relay services for deaf or hard-of-hearing and speech-impaired individuals requirements of the Americans with Disabilities Act of 1990 and regulations promulgated thereunder; and

2. Design and implement a needs assessment test so that individuals with hearing or speech disabilities, or both, are benefited by this program. Provided, however, that no equipment and maintenance shall be provided without charge for those individuals meeting more than two hundred percent (200%) of the income guidelines for food stamps. The State Department of Rehabilitation Services shall develop a sliding scale to provide equipment and maintenance to individuals exceeding the needs test specified by this paragraph.

Added by Laws 1986, c. 183, § 2, eff. July 1, 1986. Amended by Laws 1993, c. 364, § 19, emerg. eff. June 11, 1993; Laws 1994, c. 315, § 13, eff. July 1, 1994; Laws 1998, c. 246, § 25, eff. Nov. 1, 1998.

§63-2418. Telephone access line surcharge - Telecommunications for the Hearing Impaired Revolving Fund.

A. There is hereby imposed a surcharge of five cents (\$0.05) per local exchange telephone access line per month to pay for the equipment and maintenance program provided for in Section 2417 of this title and to provide for other needed services for the deaf, severely hard-of-hearing, severely speech-impaired and deaf-blind programs administered through the Department of Rehabilitation Services, such surcharge to be paid by each local exchange subscriber to local telephone service in this state, unless such subscriber is otherwise exempt from taxation.

B. The surcharge shall be collected on the regular monthly bill by each local exchange telephone company operating in this state and shall be remitted quarterly to the Oklahoma Tax Commission no later than fifteen (15) days following the end of each quarter.

C. There is hereby created in the State Treasury the Telecommunications for the Deaf and Hard-of-Hearing Revolving Fund. The fund shall consist of monies imposed in subsection A of this section. All monies accruing to the fund are hereby appropriated and may be budgeted and expended by the Department of Rehabilitation Services. The fund shall be a continuing fund not subject to fiscal year limitations and expenditures from said fund shall be made upon warrants issued by the State Treasurer against claims submitted to the Director of State Finance for the purpose of implementation of this act.

Added by Laws 1986, c. 183, § 3, eff. July 1, 1986. Amended by Laws 1987, c. 5, § 140, operative March 31, 1987; Laws 1987, c. 196, § 17, operative July 1, 1987; Laws 1994, c. 315, § 14, eff. July 1, 1994; Laws 1998, c. 246, § 26, eff. Nov. 1, 1998.

§63-2418.1. Certified local exchange telephone companies - Compliance with federal legislation - Assessment of surcharge.

Each certified local exchange telephone company shall comply with the provisions of the Americans with Disabilities Act of 1990 and regulations promulgated thereunder relating to telecommunications relay services for deaf and hard-of-hearing and speech-impaired individuals and shall assess a surcharge to each customer on a per line per month basis to recover the costs associated with such compliance and advise the Commission of any changes.

Added by Laws 1994, c. 315, § 15, eff. July 1, 1994. Amended by Laws 1998, c. 246, § 27, eff. Nov. 1, 1998.

§63-2419. Collection of revenues to cease under certain conditions.

If the revenues collected under this act exceed the costs of operating the program provided for in this act, and if such excess at any time equals the three-year average of expenditures under this act then such collections shall cease until one half of such surplus has been exhausted.

FILED
SEP 13 1993

BEFORE THE CORPORATION COMMISSION
OF THE STATE OF OKLAHOMA

COURT CLERK'S OFFICE - OKC
CORPORATION COMMISSION
OF OKLAHOMA

APPLICATION OF THE OKLAHOMA LOCAL)
EXCHANGE CARRIERS FOR APPROVAL TO)
RECOVER COSTS INCURRED IN PROVIDING) CAUSE NO. 930 001568
INTRASTATE TELECOMMUNICATIONS)
RELAY SERVICES.)

APPLICATION

Come now the Applicants in the above-styled and numbered Cause and for their application to recover the costs incurred in providing intrastate telecommunications relay services allege and state as follows:

1. Parties. Applicants consist of virtually all Local Exchange Carriers ("LECs") providing local exchange telephone service and other telecommunications services throughout the State of Oklahoma. Attached hereto and made a party hereto an Appendix 'A' is a list of the names and addresses of each of the Applicants in this Cause.

2. Allegations of Fact. Title IV of the Americans With Disabilities Act of 1990 ("ADA"), § 225 of the Communications Act of 1934, as amended, 47 U.S.C. § 225; and §§ 64.601-64.608 of the Code of Federal Regulations, 47 C.F.R. §§ 64.601-64.608; require that each common carrier that provides telephone voice transmission services shall, no later than July 16, 1993, provide telecommunications relay service ("TRS") individually, through designees, through a competitively selected vendor, or in concert with the other carriers throughout the area in which it offers service. The intent of Section 225 of the Communications Act ("Section 225") is to further the Communication Act's goal of universal service by providing to individuals with hearing or speech disabilities telephone services that are functionally equivalent to those provided to individuals without hearing or speech disabilities.

From 1986 until the present, a TRS type service has been provided in Oklahoma by the Department of Human Services ("DHS") and the subsequently created Oklahoma Department of Rehabilitation

Services ("TRS"), pursuant to authority and obligation established under the Telecommunications For The Hearing-Impaired Act passed by the Oklahoma Legislature and made effective July 1, 1986.

Since the time Section 225 was passed in 1990, each Oklahoma LEC has relied on the GRS program as a method to fulfill its individual obligation to provide TRS under Section 225. Each LEC assumed that by virtue of the GRS program it would be in compliance with Section 225 on the July 26, 1993, deadline date.

However, only a few weeks before July 26, 1993, the LECs were made aware that the GRS program did not meet Federal Communications Commission ("FCC") requirements. Therefore, none of the LECs were in compliance with Section 225, nor could they achieve compliance by July 26, 1993.

In August each LEC was notified by the FCC's enforcement division that the LEC must explain why it is not in compliance with Section 225, and the steps being taken to achieve compliance. The FCC's letter noted that failure to comply with Section 225 subjects a common carrier to substantial forfeitures of up to \$100,000 for each violation or each day of continuing violation, up to a total of \$1,000,000 for a continuing violation.

Since that notification by the FCC, industry meetings have been conducted and bids have been solicited and received from vendors interested in providing TRS in Oklahoma. The bids are being analyzed at the present time. Applicants believe that contracting with a vendor to provide TRS in Oklahoma is the quickest and most cost effective way to achieve compliance with the requirements of Section 225. The FCC has been notified by the LECs of these steps that have been taken toward compliance.

It is the intent of the LECs to select a single entity to serve as billing agent for the vendor. That entity will receive the monthly bill from the vendor and will allocate the costs of the service to each telecommunications company in the state obligated under Section 225 to provide TRS. Each company's bill will be calculated pursuant to an equation to be developed by the billing

agent for purposes of determining the ratios for allocating the monthly costs of TRS to each telecommunications company using the vendor's service.

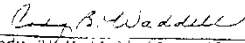
It is estimated by the LECs that the cost to provide TRS in Oklahoma by a vendor selected through the bidding process will equate to less than eight cents per month per telephone access line. The LECs propose to recover by approved tariff each LEC's allocated portion of the vendor's cost by assessing customers a monthly per access line fee.

3. Legal Authority. The Corporation Commission has jurisdiction of this matter pursuant to the provisions of Article IX, § 18 of the Oklahoma Constitution; 17 O. S. § 131 et seq.; and the Commission's General Rules and Regulations Governing the Operations of Telephone Companies and Telecommunications in Oklahoma.

4. Relief Sought. Applicants seek an order of the Commission allowing the LECs to file tariffs to recover monthly each LEC's allocated portion of the monthly bill submitted to the billing agent by the TRS vendor. The tariff will provide for recovery by allowing each LEC to assess its customers a monthly per access line fee.

WHEREFORE, premises considered, Applicants pray that after notice given as determined appropriate by the Commission, that this matter be set for hearing, and that an order be issued as quickly as possible granting the application as requested, thereby allowing each local exchange carrier to recover its allocated portion of the vendor's costs of providing the telecommunications relay services mandated by Title IV of the Americans With Disabilities Act of 1990.

Respectfully submitted,


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(405) 840-3311

Ron Comingsdear (OBA #1935)
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Oklahoma City, Oklahoma 73118

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Southwestern Bell Telephone Company
800 North Harvey, Room 310
Oklahoma City, Oklahoma 73102

J. A. Garza, Jr., Esq.
LTE Southwest Incorporated
P. O. Box 152013
500 E. Carpenter Freeway
Irving, Texas 75015-2013

Attorneys for Applicants

APPENDIX "A"

APPLICANT LOCAL EXCHANGE CARRIERS

Alltel Oklahoma, Inc.
Oklahoma Alltel, Inc.
P. O. Box 1177
Little Rock, AR 72201
(501) 661-8000

Atlas Telephone Company
P. O. Box 77
Big Cabin, OK 74312
(918) 791-5111

Beggs Telephone Company
5th & Choctaw
Beggs, OK 74421
(918) 287-1636

Sixby Telephone Company, Inc.
P.O. Box 98
Sixby, OK 74008
(918) 366-2301

Canadian Valley Tele. Co.
Access Road 69 Highway
Crowder, OK 74430
(918) 334-1700

Carnegie Telephone Company
1st & Colorado
Carnegie, OK 75015
(405) 654-1002

Central Oklahoma Tele. Company
223 Broadway
Davenport, OK 74026
(918) 377-2241

Cherokee Telephone Company
Service Road & McKinley
Calera, OK 74730
(405) 434-5375

Chickasaw Telephone Company
124 W. Vinita
P. O. Box 460
Sulphur, OK 73086-0460
(405) 612-2111

Chouteau Telephone Company
P.O. Box 909
Chouteau, OK 74317
(918) 476-8311

Cimarron Telephone Company
101 Cimarron Street
Mannford, OK 74044
(918) 865-1311

Cross Telephone Company
104 3rd Avenue
Warner, OK 74469
(918) 451-2921

Grand Telephone Company
P. O. Box 108
Jay, OK 74346
(918) 251-4121

GTE Southwest, Inc.
500 E. Carpenter Freeway
Irving, TX 75015-3013
(214) 717-2811

Hinton Telephone Company
200 W. Main
Hinton, OK 73047-1040
(405) 542-1262

Kanokla Telephone Association
100 Kanokla Avenue
P.O. Box 111
Caldwell, KS 67022
(316) 845-3682

Lavaca Telephone Company
P. O. Box 210
Lavaca, AR 72541
(501) 674-2211

McCloud Telephone Company
11439 N. Broadway Ext., Suite 100
Oklahoma City, OK 73114
(405) 749-6500

Medicine Park Telephone Co.
P.O. Box 171
Medicine Park, OK 73157
(405) 529-1700

Mid America Telephone, Inc.
P. O. Box 7
Stonewall, OK 74871
(405) 265-4212

Oklahoma Communications Systems, Inc.
301 S. Westfield Road
P.O. Box 5901
Madison, WI 53705
(608) 845-4000

Oklahoma Telephone and Telegraph
P. O. Box 1906000
Dustin, OK 74839
(918) 656-1233

Oklahoma Western Telephone Co.
P.O. Box 199
Clayton, OK 74536
(918) 569-4111

Panhandle Telephone Coop., Inc.
602 S. Main
Guymon, OK 73942
(405) 318-2556

Pine Telephone Company
P. O. Box 148
Broken Bow, OK 74728
(405) 584-1155

Pioneer Telephone Cooperative, Inc.
P. O. Box 139
Kingfisher, OK 73750
(405) 375-6474

Pottawatomie Telephone Company
P.O. Box 86
Earlsboro, OK 74840
(405) 997-2201

Salina-Spavinaw Telephone Company
4200 East Kelly Drive, Suite 310
Tulsa, OK 74135
(918) 496-8156

Santa Rosa Telephone Cooperative, Inc.
1401 Main Street
Vernon, TX 76184
(817) 886-2217

Shidler Telephone Company
120 Broadway
Shidler, OK 74652
(405) 797-1212

South Central Telephone Association, Inc.
P.O. Box 170
Medicine Lodge, KS 67104
(316) 866-6629

Southwest Oklahoma Tele. Co.
Duke, OK 73522
(405) 679-2345

Southwestern Bell Telephone Co.
One Bell Center
800 N. Harvey
Oklahoma City, OK 73102

Terral Telephone Company
220 W. Wilshire, Suite F-1
Oklahoma City, OK 73116
(405) 842-1754

Tetah Telephone Company, Inc.
P.O. Box 196
Ochelata, OK 74051
(918) 535-2208

Valliant Telephone Company
100 E. Wilson
Valliant, OK 74764
(405) 933-4400

Wyandotte Telephone Company
dba Oklahoma Communication Systems - Wyandotte
P. O. Box 220
Choctaw, OK 74020-0220
(405) 390-3181

APPENDIX B

BEFORE THE CORPORATION COMMISSION
OF THE STATE OF OKLAHOMA

APPLICATION OF THE OKLAHOMA)
LOCAL EXCHANGE CARRIERS FOR)
APPROVAL TO RECOVER COSTS)
INCURRED IN PROVIDING)
INTRASTATE TELECOMMUNICATIONS)
RELAY SERVICES.)

CAUSE NO. 930001568

STIPULATION

This Stipulation and Settlement Agreement ("Stipulation") is made this 13th day of October, 1993, by and between the undersigned Oklahoma Local Exchange Carriers ("LECs" or "Applicants") the Oklahoma Department of Rehabilitation Services ("DRS") and the Staff of the Public Utility Division ("Staff") of the Oklahoma Corporation Commission ("Commission").

WHEREAS, Applicants filed the above styled and numbered application on September 13, 1993, and the parties to this Stipulation are all parties to this Cause.

WHEREAS, Applicants consist of virtually all LECs providing local exchange telephone service and other telecommunications services throughout the State of Oklahoma.

WHEREAS, the Telecommunications for the Hearing-Impaired Act ("the Act"), effective July 1, 1986, directed the Department of Human Services ("DHS") and the subsequently created DRS to design and implement a program ("the DRS program") whereby third party intervention shall connect the deaf, severely hearing-impaired, severely speech-impaired or deaf-blind persons with persons of normal hearing by way of intercommunication devices and the telephone system.

WHEREAS, the Act imposed a surcharge to be paid by each local exchange subscriber to telephone service of five cents (\$0.05) per local exchange telephone access line per month, except as exempted, to fund the DRS program.

WHEREAS, the DRS program is currently in operation and the five cents surcharge is currently being collected by the LECs and remitted to the Oklahoma Tax Commission in accordance with the requirements of the Act.

WHEREAS, Title IV of the Americans With Disabilities Act of

TELECOMMUNICATIONS RELAY SERVICE

1. Application of Tariff

The regulations, rates and charges in this section are in addition to the regulations, rates and charges in other Telephone Company Tariffs.

2. General Regulations

2.1 Title IV of the Americans With Disabilities Act of 1990 (ADA) §225 of the Communications Act of 1934, as amended, 47 U.S.C. § and §§64.501-64.608 of the Code of Federal Regulations, requires that each common carrier that provides telephone voice transmission services shall, no later than July 25, 1993, provide telecommunications relay service (TRS).

2.2 TRS includes centers staffed by Communication Assistants who relay conversations between users of a Text Telephone (TTY) or other non-voice communications device and users of voice terminal equipment. Unless otherwise required by law, these Communications Assistants shall not disclose the content of any relayed conversation.

2.3 TRS shall be accessible by dialing a toll-free number that shall be published within the customer call guide pages of the Telephone Company's white page directories.

2.4 The message between the calling party's service point and the called party's service shall be rated under the Long Distance Message Telecommunications Service Tariff without regard to the intermediate TRS relay center.

3. Description of Service

3.1 TRS provides communications between an individual who has a hearing or speech impairment and another individual who may not have such an impairment.

3.2 TRS normally utilizes a TTY or other non-voice communications terminal device and an individual who utilizes a voice communications terminal device.

3.3 TRS is capable of handling all classes of Station-to-Station calls in addition to Person-to-Person calls.

4. Application of Rates

4.1 The recovery of the total intrastate costs will be by monthly fees which shall be applied to each exchange access line and/or arrangement in addition to the monthly rate for basic exchange service.

4.2 Calculation of Rates

A. The total intrastate cost to provide TRS will be established under the oversight of the Oklahoma Corporation Commission.

B. The total intrastate costs used for a fiscal year shall be adjusted by a true-up of any over or under recovery of respective intrastate costs from the prior fiscal year.

C. The recovery of the total intrastate costs will be accomplished over the fiscal year, adjusted by the prior years true-up outlined in paragraph 4.2.B, for which the costs are incurred.

D. The amount of the monthly fee shall be derived by the following formula:

$$\frac{\text{Total Intrastate TRS Costs} + \text{Prior Year's Over/under Recovery}}{\text{Total Intrastate Exchange Access Lines or Arrangements}} \div 12$$

4.3 Fee

Monthly fee per exchange access line or arrangement \$0.08

PENDING
COMMISSION
APPROVAL

Issued:

By DREW A. ROY, President, Oklahoma
Southwestern Bell Telephone Company
Oklahoma City, Oklahoma

Effective:

APPENDIX B

BEFORE THE CORPORATION COMMISSION
OF THE STATE OF OKLAHOMA

APPLICATION OF THE OKLAHOMA LOCAL
EXCHANGE CARRIERS FOR APPROVAL TO
RECOVER COSTS INCURRED IN PROVIDING
INTRASTATE TELECOMMUNICATIONS RELATED
SERVICES.) CAUSE NO. 930001568
)
)
)
) ORDER NO. 377145

Hearing: October 13, 1993, before the Commission En Banc

Appearances: (See Official Record.)

By the Commission:

The Corporation Commission of the State of Oklahoma being regularly in session and the undersigned Commissioners being present and participating, this Cause comes on for consideration of the application of the Oklahoma Local Exchange Carriers ("LECs") for approval to recover costs incurred in providing intrastate Telecommunication Relay Services ("TRS").

Summary of Proceeding

The LECs' application was filed on September 13, 1993. The application was specially set before the Commission en banc, and after proper notice came on for hearing on the above mentioned date.

At the time of hearing Staff counsel announced that the parties to the Cause had entered into a Stipulation for purposes of resolving the issue raised by the LECs' application, and that the parties request that the Commission approve said Stipulation as its disposition of this Cause.

The Stipulation was sponsored and explained by witness Kendall W. Parrish, Telecommunications Coordinator, Public Utility Division of the Oklahoma Corporation Commission. Mr. Parrish recommended that the Stipulation, as signed by the parties to the Stipulation, be approved by order of the Commission.

Findings of Fact and Conclusions of Law

Upon full and fair consideration of the record in this Cause and being well and fully advised in the premises, the Corporation Commission makes the following findings and conclusions:

Proper notice was given in this Cause by publication as ordered by the Commission.

The Commission has jurisdiction of this Cause by virtue of the provisions of Article IX, § 12 of the Oklahoma Constitution; 17 O.S. § 131 et seq; and the Commission's General Rules and Regulations Governing the Operations of Telephone Companies and Telecommunications in Oklahoma.

The Commission finds that the Stipulation attached hereto and made a part hereof, is a fair, reasonable and equitable disposition of this application.

The Commission further finds that Title IV of the Americans With Disabilities Act of 1990 ("ADA") mandates that by July 26, 1993, all common carriers in Oklahoma shall provide TRS. But that currently the LECs in Oklahoma are not in full compliance with the new ADA requirements or Federal Communications Commission ("FCC") regulations.

The Commission further finds that the LECs have solicited bids from known vendors of TRS service; that four vendors responded with proposals; and that based on those bids, an agreement for the provision of TRS has been reached between the Oklahoma Telephone Association ("OTA") as designee of the LECs and the lowest bidder, U.S. Telecom d/b/a Sprint Services, a subsidiary of Sprint Corporation ("Sprint").

The Commission further finds that pursuant to that contract Sprint will provide, as the OTA's designee, a statewide TRS in conjunction with its nationwide TRS, through which hearing-impaired and speech-impaired persons are provided with access to the telecommunications network in the United States that is functionally equivalent to that provided to other telecommunications customers.

The Commission further finds that the components of Sprint's TRS will meet or exceed the minimum operational and technical requirements of the FCC's regulations, Part 64.604 for TRS; and that as designee of the OTA, through Sprint's provision of TRS in Oklahoma all LECs will thereby achieve compliance with the ADA.

The Commission further finds that at the time Sprint's TRS service is implemented in Oklahoma, the DRS will terminate the service it now provides under the Oklahoma Telecommunications for the Hearing Impaired Act; except that Department of Rehabilitative Services ("DRS") will continue to provide equipment and maintenance to qualified individuals in accordance with the pertinent provisions of the Act, funded by the current five cents surcharge imposed by the Act.

The Commission further finds that access to Sprint's Oklahoma Relay Center will be through the two existing toll-free numbers currently available to users of the DRS program; the DRS will transfer the availability of those numbers to Sprint, thereby making a transition from the DRS program to Sprint's telecommunications relay service transparent to users of the service.

The Commission further finds that Sprint will bill the OTA each month for its services and the OTA will allocate the charge to each individual LEC based on access lines; each LEC will be responsible for its share of the charges and will remit payment to the OTA which will in turn forward payment to Sprint.

The Commission further finds that the Interexchange Company providing toll service in Oklahoma should not be assessed any amount of Sprint's monthly charge unless so ordered by the Commission in the future, but will be subject to the monthly per access line fee, or its equivalent, to the extent they subscribe to the LECs' services. Sprint will process all local calls, and all intrastate long-distance and interstate long-distance calls regardless of which long-distance carrier serves the user; long-distance callers will be allowed to choose long-distance carriers from those who respond to Sprint's carrier of choice plan.

The Commission further finds that the tariffs in the form attached to the Stipulation and made a part thereof as Attachment

"A" should be approved and each LEC authorized to recover its allocated portion of Sprint's charge to provide TRS by assessing its customers a statewide uniform monthly per access line fee in accordance with the provisions of said tariffs.

The Commission further finds that approval of the Stipulation is in the public interest and will represent a balancing of the needs and interest of the public, the common carriers providing telecommunications services in Oklahoma, the users of the service and the parties to the Stipulation.

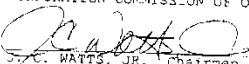
ORDER

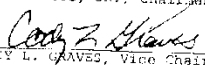
IT IS THEREFORE THE ORDER OF THE CORPORATION COMMISSION OF THE STATE OF OKLAHOMA that the Stipulation attached hereto and made a part hereof be and the same is hereby approved and adopted by the Commission as its disposition of this Cause.

IT IS FURTHER ORDERED that each Applicant is hereby authorized to recover its allocated portion of the charge of the TRS provider, by assessing its customers the statewide uniform monthly per access line fee in accordance with the provision of the tariff approved herein and attached to the Stipulation and made a part thereof as Attachment "A".

IT IS FURTHER ORDERED that Applicants shall file original tariff schedules, which substantially comply with the provisions of Attachment "A" to the Stipulation, for approval by the Public Utility Division to become effective on and after the date of approval.

CORPORATION COMMISSION OF OKLAHOMA


J. C. WATTS, JR., Chairman


CORY L. GRAVES, Vice Chairman

DISSENT (Dissenting Opinion Attached)
BOB ANTHONY, Commissioner

DONE AND PERFORMED THIS 13TH DAY OF October, 1993.
BY ORDER OF THE COMMISSION:


CHARLOTTE W. FLANAGAN, Secretary

Relay Oklahoma Advisory Council

Ray Willingham, Chair and TTY Program Representative

Lynn Null, Advocacy Representative for Deaf and Hard of Hearing

Howard Gordineer, Deaf Senior Citizens Representative

Charles Jarrett, Hard of Hearing Representative (western part of Oklahoma)

Richard Myers, People with Physical Disability Representative

Sam Anthony, Hard of Hearing Representative (eastern part of Oklahoma)

Kristina Hakey,

Jason Sledd, Fund 225 Representative